

**U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
Centers for Disease Control and Prevention and
Agency for Toxic Substances and Disease Registry
Second Annual Alternative Dispute Resolution Quality Conference
The Westin Atlanta North at Perimeter
August 31 – September 2, 2004**

Tuesday, August 31, 2004

- 7:30 – 8:30 **Registration & Continental Breakfast**
- 8:30 – 8:35 **Presentation of Colors**
- 8:35 – 8:40 **Introduction of Conference Staff**
Sharon Richardson
Moderator
- 8:40 – 8:45 **Welcome**
William Gimson
Chief Operating Officer, Centers for Disease Control & Prevention
- 8:45 – 8:55 **Opening Remarks**
Richard Voyles, PhD.
President, Conflict Resolution Academy
- 8:55 – 9:30 **EEO and ADR Updates**
John Schmelzer
Attorney Advisor, Office of Field Programs, U.S. Equal Employment Opportunity Commission
- 9:30 – 10:00 **Break**
- 10:00 – 12:00 **Workshops**
- A. A WHACK ON THE SIDE OF THE HEAD: CREATIVE PROBLEM-SOLVING SKILLS**
Roslyn D. Brown, Director Discrimination Complaint Review Unit, IRS
- B. REALITIES IN THE EEOC HEARING PROCESS WITH EMPHASIS ON ADR**
Veroneca Burgess, President and CEO, Judicial Review, LLC
- C. THE ENORMITY OF EMOTIONAL INTELLIGENCE (MINE & THEIRS) IN MEDIATION**
Rita Callahan, President, Working it Out
- D. ADR: MAKING STRIDES IN EEO**
Lori Grant, Esq., Office of Federal Operations, U.S. Equal Employment Opportunity Commission
- E. MANAGEMENT PARTICIPATION IN ADR**
John Settle, President, SETTLEment Associates, LLC
- F. AGREEMENT WRITING**
Richard Voyles, PhD., President Conflict Resolution Academy
- 12:00 – 1:30 **Luncheon with Guest Speaker (In These Difficult Times: There is a Way!)**
LTC (Retired) Consuelo Castillo Kickbusch, Founder of Educational Achievement Services
- 1:30 – 1:45 **Break**
- 1:45 – 3:45 **Repeat of A.M. Workshops**
- Adjourn for the day**

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Wednesday, September 1, 2004

- 8:00 – 8:30 Continental Breakfast
- 8:30 – 9:30 **Plenary Session – Always, There Is A Way**
Glenn McIntyre & Boylan, McIntyre & Associates
- 9:30 – 10:00 **Break**
- 10:00 – 12:00 **Workshops**
- A. ADR IN THE HEALTH CARE PROFESSION (1 hour) AND FEDERAL CONNECTED ADR PROGRAMS (1 hour)**
Deborah R. Kant, Director, ADR Program, Civil Division, Department of Justice
- B. STRENGTHENING YOUR ADR PROGRAM**
Deborah Schick Laufer, Executive Director, Federal ADR Network
- C. THE POWER OF AGREEMENT**
Stewart Levine, Resolution Works, Inc.
- D. FACILITATION IN ADR**
Kerri McBride, Certified Facilitator, The North Highland Company
- E. ACCOMMODATE EFFECTIVELY, AND ECONOMICALLY**
Glenn McIntyre & Boylan, McIntyre & Associates
- F. MEDIATION IN SPECIAL EDUCATION**
Edith B. Primm, Esq., Justice Center of Atlanta
- 12:00 – 12:30 **Break**
- 12:30 – 2:00 **Luncheon with Guest Speaker (Diversity Strategies for Maintaining Inclusive Teams During the Process of Change, Restructuring and Reform)**
Dr. Samuel Betances, PhD., Souder, Betances and Associates, Inc
- 2:00 – 2:15 **Break**
- 2:15 – 4:15 **Repeat of A.M. Workshops**
- 4:15 – 5:00 **Panel Presentation - Court-Connected ADR Programs – Stewart Levine, Moderator**
Edith B. Primm, Esq., Justice Center of Atlanta
Andrea L. Treese Berlin, ADR Specialist/Attorney Advisor, Department Appeals Board
Deborah R. Kant, ADR Director, U.S. Department of Justice
Leila C. Taaffe, Esq., Director, Georgia Office of Dispute Resolution

Thursday, September 2, 2004

- 8:00 – 8:30 **Coffee & Tea**
- 8:45 – 9:45 **Plenary Session – “Are ADR Processes Undermining Our Civil Justice System?”**
Leila C. Taaffe, Esq., Director of the Georgia Office of Dispute Resolution
- 9:45 – 10:15 **Break**
- 10:15 – 11:15 **Panel Presentation – Mediator Credentialing – Deborah Schick Laufer, Moderator**
John F. Buettner, Regional Director for Midwestern Region, FMCS
Timothy G. Hagan, Administrative Judge, Atlanta Regional Office, EEOC
Thomas J. Lanphear, Chief, Administrative Judge, Atlanta Regional Office, MSPB
William E. Fleischman, ADR Specialist, FLRA
- 11:15 – 11:25 **Closing Remarks**
Reba Rivera, Director, CDC Alternative Dispute Resolution Office